

DUAL FARES:

CAPACITY CONTROLLED (LIMITED SEATING) AND UNRESTRICTED FARES (YCA FARE DESIGNATOR) WITH LAST SEAT AVAILABILITY WILL CONTINUE

TO PLAY A SIGNIFICANT PART IN THE GSA CCP PROGRAM. CAPACITY CONTROLLED FARES WILL BE AVAILABLE ON A FIRST-COME, FIRST-SERVED

BASIS THAT WILL ALLOW GOVERNMENT TRAVELERS TO SAVE ADDITIONAL DOLLARS

WHEN THEY BOOK TICKETS EARLY. ADVANCED TICKETING REQUIREMENTS WILL

NOT APPLY TO CAPACITY CONTROLLED FARES. DOD TRAVELERS FLYING ON

ROUTES AWARDED WITH A DUAL FARE ARE ENCOURAGED TO MAKE TRAVEL PLANS

AND RESERVATIONS AS FAR IN ADVANCE AS POSSIBLE TO MAXIMIZE THE

ABILITY TO ACCESS THE CAPACITY CONTROLLED FARE.

GROUP TRAVEL CANCELLATION POLICIES AND FEES:

CANCELLATION FEES ARE VOLUNTARY, THAT IS, THE CONTRACT CARRIER MAY BUT IS NOT REQUIRED TO

ASSESS THE CANCELLATION FEES. CANCELLATION FEES APPLY TO GROUPS OF 10

TO 20 PASSENGERS. GROUPS OF 21 OR MORE PASSENGERS ARE NON-MANDATORY

USERS OF THIS CONTRACT AND ARE NOT COVERED BY THIS CLAUSE IF CONTRACT

FARES ARE NOT USED.

(A) EXCEPT AS OTHERWISE PROVIDED IN (C) BELOW, THE FOLLOWING CANCELLATION FEES/POLICIES APPLY TO GROUPS OF 10 TO 20 PASSENGERS:

(1) GROUP TICKETING REQUIREMENTS:

DOMESTIC AND INTERNATIONAL TRAVEL

A. GROUP SEAT RESERVATIONS MADE MORE THAN 15 CALENDAR DAYS PRIOR TO

THE DEPARTURE DATE MAY BE CANCELLED BY THE AIR CARRIER IF NOT

TICKETED AND NAMES APPLIED WITHIN 7 CALENDAR DAYS OF DEPARTURE. THE

AIR CARRIER WILL NOTIFY THE COMMERCIAL TRAVEL OFFICE (CTO) BEFORE ANY

CANCELLATION IS MADE.

B. GROUP SEAT RESERVATIONS MADE LESS THAN 15 AND MORE THAN 5 CALENDAR

DAYS PRIOR TO THE DATE OF DEPARTURE MAY BE CANCELLED BY THE CARRIER

IF NOT TICKETED AND NAMES APPLIED WITHIN 5 DAYS OF THE DATE OF

DEPARTURE. THE AIR CARRIER WILL NOTIFY THE CTO BEFORE ANY CANCELLATION IS MADE.

C. GROUP SEAT RESERVATIONS MADE LESS THAN 6 CALENDAR DAYS PRIOR TO

THE DATE OF DEPARTURE MAY BE CANCELLED BY THE CARRIER IF NOT TICKETED

AND NAMES APPLIED WITHIN 24 HOURS OF THE BOOKING. THE AIR CARRIER

WILL NOTIFY THE CTO BEFORE ANY CANCELLATION IS MADE.

(2) GROUP CANCELLATION FEES: DOMESTIC TRAVEL

A. TWENTY FIVE PERCENT PENALTY OF THE TICKET PRICE IF CANCELLED LESS

THAN EIGHT (8) CALENDAR DAYS BUT MORE THAN THREE (3) CALENDAR DAYS OR

LESS FROM THE DEPARTURE DATE.

B. FIFTY PERCENT PENALTY OF THE TICKET PRICE IF CANCELLED THREE (3)

CALENDAR DAYS OR LESS FROM THE DEPARTURE DATE.

C. ONE HUNDRED PERCENT PENALTY FOR ANY GROUP THAT NO SHOWS THE

SCHEDULED FLIGHT. TRAVELERS WILL BE ALLOWED TO TRAVEL STANDBY WITHIN

24 HOURS OF THE ORIGINAL TIME OF DEPARTURE, BUT THE CARRIER IS NOT

BOUND TO KEEP THE GROUP TOGETHER. IF THE GROUP MUST TRAVEL TOGETHER,

A NEW TICKET MUST BE PURCHASED.

(3) GROUP CANCELLATION FEES: INTERNATIONAL TRAVEL

A. FIFTY PERCENT PENALTY OF THE TICKET PRICE (EXCLUDING TAXES AND

FEES) IF CANCELLED LESS THAN EIGHT (8) CALENDAR DAYS BUT MORE THAN

THREE (3) CALENDAR DAYS FROM THE DEPARTURE DATE.

B. SEVENTY-FIVE PERCENT PENALTY OF THE TICKET PRICE IF CANCELLED

THREE (3) CALENDAR DAYS OR LESS FROM THE DEPARTURE DATE.

C. ONE HUNDRED PERCENT PENALTY FOR ANY GROUP THAT NO SHOWS. TRAVELERS

WILL BE ALLOWED TO TRAVEL STANDBY WITHIN 24 HOURS OF THE ORIGINAL TIME OF DEPARTURE, BUT THE CARRIER IS NOT BOUND TO KEEP THE GROUP TOGETHER. IF THE GROUP MUST TRAVEL TOGETHER, A NEW TICKET MUST BE PURCHASED.

(B) GROUP TRAVEL CANCELLATION FEES UNDER THIS CLAUSE ARE PREDICATED ON TICKET ISSUANCE. CANCELLATION FEES APPLY TO ALL SCHEDULED SERVICE GROUP MOVES, INCLUDING THOSE ARRANGED AT THE LOCAL LEVEL BY COMMERCIAL TRAVEL OFFICES (CTO). THE CANCELLATION FEE WILL BE DETERMINED ON THE BASE, ONE-WAY FARE (EXCLUDING TAXES, SURCHARGES AND FEES).

NOTE: CANCELLATION FEES ARE COMPUTED BASED ON THE DAY ON WHICH THE RESERVATION IS CANCELLED. FOR PURPOSES OF CALCULATING CALENDAR DAYS UNDER THIS CLAUSE, THE DATE OF DEPARTURE COUNTS AS DAY 0.

(C) CANCELLATIONS DUE TO CONTINGENCIES OR NATIONAL EMERGENCIES

(WHICH RESULT IN EXECUTIVE LEVEL CHANGES TO THE REQUIREMENTS) ARE EXEMPT FROM CANCELLATION FEES. AT THE TIME OF CANCELLATION, DOD WILL NOTIFY THE CARRIER IF EITHER APPLIES TO THE CANCELLATION.

NOTE: NO-SHOW PASSENGERS THAT RESULT FROM ANY AIRCRAFT DELAY ON ANY PRECEDING LEGS OF A CONNECTING FLIGHT ITINERARY ARE EXEMPT FROM CANCELLATION FEES. FURTHER, PASSENGERS SHALL BE EXEMPT FROM CANCELLATION FEES IF DELAYED BY AN OCCURRENCE BEYOND THE REASONABLE CONTROL OF THE PASSENGER AND WITHOUT THE PASSENGER'S FAULT OR NEGLIGENCE SUCH AS, ACTS OF GOD OR THE PUBLIC ENEMY, FIRES, FLOODS,

**EPIDEMICS, QUARANTINE RESTRICTIONS, STRIKES, UNUSUALLY
SEVERE WEATHER
AND DELAYS OF COMMON CARRIERS.**

**(D) TRANSPORTATION OFFICES ARE THE INITIAL POINTS OF CONTACT
FOR
RESOLUTION OF SUCH QUESTIONS/DISPUTES FOR LOCALLY
ARRANGED GROUP
TRAVEL (DECENTRALIZED SOLICITATION). IF DOD AND THE
CONTRACTOR CANNOT
REACH RESOLUTION, THE MATTER IS TO BE REFERRED TO THE GSA
CONTRACTING
OFFICER.**